

City of Greater Sudbury Working for You

A collection of Greater Sudbury statistics to help assess and measure performance over time and across service areas.

Garbage and Recycling

Litter Collected



1 Litre

41,430 kg

2015

26,080 kg

2016

▼ **37%**



74,111

residences



\$160

per tonne collected
(Median is \$153)



45%

Diversion Rate
(also the median)



25

waste management
facilities owned by city
of the MBNCan group, only
Toronto has more (28)

(median = 16 municipalities that are part of MBN Canada)

Blue Box | Big Blues



**Big Blues
Sold to Residents**

1,692

2016

2,760

2017

**Blue Boxes
Provided to Residents**

13,501

2016

Green Cart

**Provided
to Residents**

1,875

2016

1,600

2017



**Participation
based on 100 households**



2016



2017

Blue Box Participation Program
based on 100 households

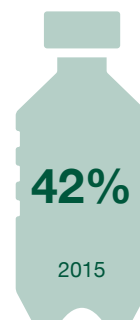


2016



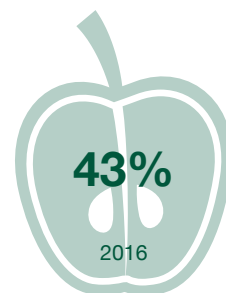
2017

Residential Waste Diverted



42%

2015



43%

2016

Website and Waste Wizard App

In the last 12 months

608

residents set active reminder
alerts for their collection day

18,564

garbage pick-up
schedules viewed

5,049

addresses
searched

All time usage

1,284

app downloads

Average app rating of
4.5 out of 5 (16 reviews total)

52,770

materials searched

Top Searches

511

Plastic zipper bag



495

Rigid white
foam packing



472

Disposable Cups



469

Fluorescent Light



311 Citizen Service

September 2018

17,847
Calls answered by 311



1,100
September 4
Day after long weekend



77.56%
of calls answered
within 20 seconds

41%
of calls were resolved
by the 311 operator



Top 5 Citizen Requests

Potholes
Blue Box Request
Fallen Tree
Green Cart Requests
Garbage Collection

Social Media and Website Statistics

October 1, 2018 - October 28, 2018

Connecting with our community through two-way communication

Facebook

October 1, 2018 - October 28, 2018

▲ **66,609**
People have seen a post from the
City of Greater Sudbury's page

▲ **39,400**
Is the number of times someone
has either liked a City post
or commented on one



▼ **13,267**
Total people have liked our page
(Since October 2010)



▲ **24,864**
Is the number of times
someone has viewed a video
the City has posted.

Top Video Views
5,157
Election Night Update

Twitter

Last 28 Days - Ending October 28, 2018



11,000
Different people follow the City
on Twitter since October, 2010

▲ **119**
Is how many
times the City tweeted
in 28 days

▲ **280,000**
Tweet
Impressions
(How many times aCGS Tweet
appeared on a screen)

▲ **1,995**
Is how many
times someone mentioned the
City in their tweet

GreaterSudbury.ca

October 1, 2018 - October 28, 2018

▲ **173,163**
Times someone
viewed our website

▲ **100,384**
Different people
viewed our website

▲ **395,953**
Pages were viewed

▲ **9**
Average pages people viewed
each time they visited

▼ **2:04**
Average time someone has spent
on our website per visit



Top 5 page popularity

Election
Jobs
Transit
MyBus
Public Skating

Get in touch with us: greatersudbury.ca